

IDAHO TECHNOLOGY AUTHORITY

FY2019 Annual Report

Jeff Weak — ITA CHAIR
Administrator
Information Technology Services
Office of the Governor



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ITA MEMBERS*

STATUTORY	State Controller, Office of the State Controller	(Brandon Woolf) Joshua Whitworth
	Director, Department of Health & Welfare	(Dave Jeppesen) Dave Taylor
	Director, Department of Labor	(Jani Revier) Eric Beck
	Director, Department of Transportation	(Brian Ness) Charlene McArthur
	Director, Idaho State Police	(Col. Kedrick Wills) Maj. Charlie Spencer
	Director, Department of Correction	(Josh Tewalt) Pat Donaldson
	Director, Legislative Services Office	(Eric Milstead) Terri Kondeff
	Director, Department of Administration	Bryan Mooney
	Administrator, Division of Financial Management	(Alex Adams) David Fulkerson
	Chief Information Officer, IT Services, Office of the Governor	Greg Zickau
	Executive Director, State Board of Education	Matt Freeman
	Adjutant General, Idaho Military Division	(Brig. Gen. Michael Garshak) Collier Lipple
	Chair, Idaho Geospatial Council – Executive Committee	Wilma Robertson
LEGISLATIVE	Senator	Sen. David Nelson (D)
	Representative	Rep. Britt Raybould (R)
JUDICIAL	Representative	Kevin Iwersen
GUBERNATORIAL	Representative from private industry	Vacant
	Employee from state government	Jeff Weak (CHAIR) IT Services, Office of the Governor

*As of June 30, 2019

OVERVIEW & GOVERNANCE

The ITA was created by statute (I.C. § 67-5745) in 2013 to provide direction and leadership regarding the business needs of the state IT community, while also working to improve the efficiency and productivity of state government and encourage public access to government information. Cybersecurity continued to be a primary focus of the committee in FY2019, as it has been for the last several years.

In FY2019, the ITA moved under I.C. § 67-832 and § 67-833 as a result of the passage of House Bill 607 during the 2018 legislative session.

Included in its duties, the ITA:

- Establishes technology policy and sets the strategic direction for the state
- Reviews and evaluates IT and telecommunications systems
- Prepares statewide IT and telecommunications plans
- Identifies technology opportunities
- Facilitates and monitors statewide programs, to ensure they are effective, beneficial, and utilized on a statewide basis.

Actions taken by the committee in FY2019:

- Approved updates to ITA Policies to modernize language, create consistent formatting across policies, and update links.
- Approved revisions to ITA Policy P1040 (Employee Electronic Mail and Messaging Use)
- Rescinded the following ITA Policies
 - ◊ P4510 (Cybersecurity Incident Reporting)
 - ◊ P4560 (Cybersecurity Breach Management)
 - ◊ P4580 (Cybersecurity Incident Management)*
- Approved new ITA Policy P4590 (Cybersecurity Incident Management)
- Approved the results of the 2019 IGC-EC Election
- Approved revisions to the IT Leadership Council Charter to update membership.

* Replaced by ITA Policy P4590

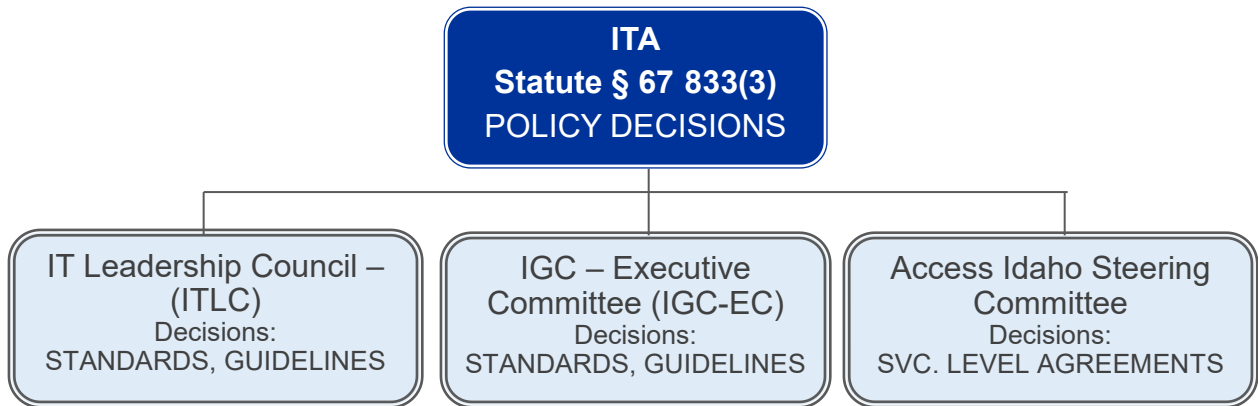
The committee heard reports and updates on a variety of topics:

- Video walk-through of the newly renovated State Historical Museum

- A report on the organizational changes as a result of the passage of House Bill 607, which merged the Office of the CIO and the Director of Information Security to create the new Governor's Office of IT Services (ITS), effective July 1, 2018.
- Regular subcommittee updates.
- An overview of the incident response task force and the statewide incident response program.
- A comprehensive overview of the LUMA project, which will implement a new, modernized statewide enterprise resource planning (ERP) system with modules for procurement, budget, finance, human capital management, and payroll functions.
- An update on the status of the Governor's IT Modernization initiative.

THE ITA

AND ITS SUBCOMMITTEES



IT LEADERSHIP COUNCIL (ITLC)

The ITLC subcommittee is comprised of agency IT managers representing small, medium and large permanent member agencies, and meets bi-monthly. Its mission is to provide leadership in the development and implementation of Idaho's State Technology Strategic Plan goals and objectives as outlined in its charter.

CHARTER:

http://ita.idaho.gov/documents/ITLC_Charter_20160223.pdf

MEMBERS*

Department of Fish & Game
Department of Correction
Department of Health and Welfare
Idaho State Tax Commission
Department of Insurance
Department of Labor
Department of Lands
Department of Parks & Recreation
Department of Water Resources
Division of Liquor
Health Districts
Idaho Military Division
Idaho State Police
Idaho Transportation Department
Idaho Industrial Commission
Office of the CIO
Office of the State Controller
State Department of Education
State Supreme Court

BOB ROSS (CHAIR)
RANDY TURNER (VICE CHAIR)
ALVINO ARTALEJO
TERRY FORD
VACANT
ERIC BECK
DAN RAIHA
SCOTT WILLIAMS
GLEN GARDINER
JON SPENCE
BOB NERTNEY
MIKE LANGRELL
STEVEN HIGGINS
CHRIS VICTORY
SHANA BARROWCLOUGH
CHRIS SMITH
TAMMY SHIPMAN
CHRIS CAMPBELL
KEVIN IWERSEN

** As of June 30, 2019*

RESPONSIBILITY / AUTHORITY OF ITLC:

- Implement the duties and responsibilities delegated by the Idaho Technology Authority (ITA) under I.C. 67-833.
- Develop and recommend policies for approval by ITA.
- Create and approve technology standards and guidelines.
- Review and approve large-scale technology projects.
- Provide operational oversight of enterprise utility services offered to state organizations as part of the federated model.
- Plan for enterprise services focusing on innovation, improving service and cost savings.
- Perform other duties authorized or assigned by relevant authority.
- Report to ITA as required.
- Develop, implement, and refine a cooperative process for state agency IT Governance based upon a federated model.
- Provide a forum to advocate and recommend to ITA adequate budgeting of collaborative projects and consolidation efforts.

During FY2019, the ITLC:

- Developed new policy for Cybersecurity Incident and Breach Response Management and Reporting.
- Approved new ITA Standard S6010 (Cybersecurity Incident and Breach Response Management and Reporting)
- Revised and updated ITA Guideline G310 (Web Publishing)
- Rescinded outdated guidance and approved new ITA Guidelines G525 (Cybersecurity Incident and Breach Response Management); and G585 (Cybersecurity Incident and Breach Response Reporting)
- Approved new ITA Guideline G105 (Glossary of Terms), creating a primary reference point for terms in all ITA guidance and policy.
- Discussed IT-related procurement issues.
- Heard regular updates on new IT budget and purchasing approvals processes and the Governor's IT modernization initiative.
- Heard regular updates from the Incident Response Task Force.
- Heard regular updates on the status of the IT classification project to modernize the state IT classifications in order to better align with industry.
- Heard regular updates on the new state data center and work underway at the Chinden campus.

ITLC TECHNICAL WORKING GROUP (TWG)

Security TWG



Per the Governor's Cybersecurity Executive Order (EO 2017-02), agencies have completed their assessments against the Critical Security Controls (CSCs), establishing the first ever findings of the overall State security posture. In FY2019, led by the State CISO, agencies began working towards compliance with the new version (Version 7) of the CSCs. In FY2020 the TWG will focus on developing a baseline standard and guidance.

2019 STRATEGIC PLANNING

EXECUTIVE OVERVIEW

In keeping with Governor Little's priorities, the state strategic planning in 2019 focused on several functions. It captured historic information related to the first phase of the Governor's IT Modernization Initiative and projected desired outcomes for follow on phases, while also setting a strategy for key operations and governance elements. Finally, it identified specific cybersecurity focus areas we are addressing to increase the effectiveness of the State's cybersecurity program.

With the IT Modernization Initiative, we addressed general information and goals related to the program. From there, we identified the lessons learned which we will apply to successive phases. We also identified some of the early tangible benefits of the initiative, including savings in personnel, increased efficiency in systems operations, and improvements to cybersecurity.

As part of IT Modernization, we need to consider what changes, if any, may be needed in IT governance. We will need a process to determine priorities among competing resources, and that process must include customer representation. We intend to set product roadmaps and license software from a statewide rather than individual agency perspective. We've already seen outstanding results in this area, but we need to collectively determine focus areas to make the most effective use of our efforts. We must ensure governing mechanisms for setting policy are sufficiently responsive for modern technologies, and we must begin to address regulatory compliance (e.g. payment card industry, Internal Revenue Service, health and other sensitive information) across State government.

The expanding nature of the threats to cybersecurity demand that we review and refresh our approach to this critical program. Increasingly aggressive attacks on public sector organizations visible over the last 18 months require a correspondingly aggressive approach by the public

GOVERNOR'S PRIORITIES:

Robust Economy

Confidence in State Government

ITA / ITLC Mission

To provide leadership in the development and implementation of Idaho's Information Technology Strategic Plan Goals, which are:

- *Improve delivery and accessibility of government services and information.*
- *Manage IT and information from the perspective of state government as a whole.*
- *Safeguard the privacy and security (confidentiality, integrity, and availability) of information.*
- *Seek improvement in all aspects of information technologies and services.*
- *Promote collaborative relationships among all entities, public and private.*

sector. State employees and citizens may need to accept some slight inconvenience in processes in order to ensure the long-term availability and integrity of State services.

We will continue to improve ITS operations across the organization. Most of our functions support a distinct customer base, long-time customers in agencies, boards, and commissions plus the 8 new organizations that became full-service customers as part of the first phase of modernization. Our network and security teams connect and protect the vast majority of agencies in State government.

The Office of Information Technology Services expanded to double its size in June 2019. In that short time, they've integrated systems of 3 agencies, relocated IT operations and support for 4 agencies, designed and implemented new processes for customer assistance and equipment deployment, eliminated many redundant systems, identified and mitigated previously unrecognized vulnerabilities and performance issues, and averaged 4.5 out of 5 on customer satisfaction surveys for over 11,700 customer incidents in the first 6 months of FY2020. The extraordinary volume of work completed in this short timeframe is a testament to the exceptional employees in the organization.

IDAHO GEOSPATIAL COUNCIL— EXECUTIVE COMMITTEE (IGC-EC)

The IGC-EC is comprised of geospatial technology leaders from stakeholder groups around the state (including representatives from state, federal, and local government) and meets bi-monthly to provide policy-level direction and promote the efficient and effective use of resources for matters related to Geographic Information. This committee acts as the decision-making and steering body for the Idaho Geospatial Council.

BY-LAWS:

<http://ita.idaho.gov/documents/IGCBylawsMarch2014.pdf>

STANDING MEMBERS

Idaho Geospatial Information Officer:
INSIDE Geospatial Clearing House:
USGS Liaison:
GIS Training and Research Center:

Bill Farnsworth
Bruce Godfrey
Tom Carlson
Keith Weber

ELECTED MEMBERS *

STATE:	Wilma Robertson (CHAIR)	Dept. of Water Resources
	Stephen Cox	Dept. of Agriculture
FEDERAL:	Jerry Korol	Natural Resources Conservation Service
	John Koudelka	Rep. for Idaho National Laboratory
LOCAL:	Cyndi Andersen	Bannock County Assessor
	Donna Phillips	City of Hayden
	Kelly Green	Blaine County
TRIBAL:	Laurie Ames	Nez Perce Tribe
UTILITY:	Shane Lim	Suez Water
PRIVATE:	Craig Campbell	Digline, Inc.
OPEN:	Stewart Ward	Dioptra Geomatics
	Pam Bond	City of Boise

**Membership as of June 30, 2018*

** The ITA retains the authority to approve elected members, with elected members serving staggered, two-year terms beginning April 1 and ending March 31. Elections are coordinated by ITA staff.*

During FY2018, the IGC hosted the following events:

- 2018 Fall IGC Meeting — This meeting was held in Pocatello at Idaho State University and was well attended.
- 2019 Spring IGC Meeting—This meeting was co-hosted alongside the Intermountain GIS Conference in Boise.

The IGC-EC discussed a variety of topics and approved several action items during the course of the fiscal year:

- Approved revisions to ITA Guideline G105 (ITA Glossary of Terms), and ITA Guideline G350 (Methodology for Recognizing a TIM Framework Dataset).
- Approved a new GIS records retention policy recommendation, which was subsequently submitted to the State Historical Society for review.
- Approved and signed a letter in support of continued open and free access to Landsat imagery data.
- Regular updates from the various Technical Working Groups (TWGs).
- Report on findings of a working group tasked with researching the role of Geospatial Information Officers (GIOs) in other states. Interviews were conducted with GIOs in ten states to gather information.
- An overview of Esri authoritative datasets, and the process by which organizations can be verified by Esri.
- An overview of the INSIDE Idaho (Idaho's data clearinghouse), and the Idaho Enterprise Open Data Portal, which links together agencies' open data portals and individual datasets from a variety of sources.
- Updates on the Geospatial Data Act of 2017, which was signed into law
- A report on a pilot project the Department of Fish & Game (IDFG) was working on to facilitate collaboration between IDFG's Salmon region biologists, the U.S. Forest Service, and the Department of Parks & Recreation to categorize trails based on their condition, and to prioritize trail maintenance.
- A report on upcoming work to prepare for the 2020 Census.

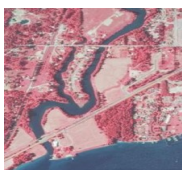
IGC-EC TECHNICAL WORKING GROUPS (TWGS):

In order to support the initiatives and needs of the IGC, the Executive Committee has designated long-term TWGs to provide expertise and focused effort in specific areas of interest, including the Idaho Spatial Data Infrastructure (ISDI) initiative. The following TWGs reported regularly to the IGC-EC, providing critical data for discussion and decisions:



Hydrography - The Hydrography Technical Working Group (Hydro TWG) focus is the surface waters and watersheds in Idaho. The Hydro TWG provides a mechanism for editing, updating and enhancing digital hydrography in Idaho. The Hydro TWG also assists in coordination, and the development of standards for Idaho's hydrography needs, as well as facilitating contributions to national hydrography related datasets. Activities over the last year have focused on supporting the Idaho Spatial Data Infrastructure (ISDI) Initiative as envisioned in the State GIS Strategic Plan.

The Hydrography Data Exchange Standard (Version 2.0) was approved in 2015. The TWG is actively updating the National Hydrography Dataset (NHD) and receiving potential edits for both NHD and Watershed Boundary Dataset (WBD) through the USGS Markup Application available at: <https://www.usgs.gov/core-science-systems/ngp/national-hydrography/tools#Markup>. Edits submitted are used to improve the NHD and WBD as well as derived products such as the NHDPlus High Resolution Dataset. Information about the NHDPlus High Resolution Dataset can be found at: <https://www.usgs.gov/core-science-systems/ngp/national-hydrography/nhdplus-high-resolution>. Information on Hydro TWG specific activities can be found at: <http://www.idwr.idaho.gov/GIS/NHD/>.



Imagery - The Imagery Technical Working Group (TWG) received great news on December 20, 2018 (shortly after the last ITA update): H. R. 2 became Public Law 115-334. Section 12612 of the law appropriates \$23,000,000 annually to secure a national agriculture imagery program to annually acquire aerial imagery during the agriculture growing season. Although it is an annual appropriation, not every state will acquire aerial imagery every year; however, late October saw the completion of the 2019 Idaho NAIP (National Agriculture Imagery Program) data acquisition. Deliverables will be 60 centimeter resolution, 4-band (R,G,B,IR) GeoTiffs. University of Idaho's INSIDE Idaho and Idaho State University's GIS TReC will continue to provide Idaho NAIP image services. The availability of the image services will be announced thru the GeoTech List serve. The exact delivery date of the deliverables is unknown.

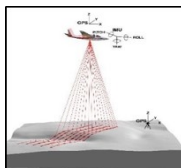
The Imagery TWG meets several times a year on the first Wednesday of the month at 10:00 at the Idaho Water Center located at Front and Broadway. Check the Imagery Framework website for meeting dates and further information.



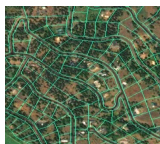
Geodetic Control – The Geodetic Control TWG provides advice and guidance regarding the horizontal and vertical positional underpinnings for the spatial data infrastructure of Idaho. The TWG is composed of GIS professionals, surveyors, and engineers, and is currently focused on evaluating the effects of a new horizontal and vertical datum that will be released by the National Geodetic Survey (NGS) in 2022. In addition, maintaining real-time the Global Navigation Satellite System (GNSS) operation in Idaho is also a priority for this TWG. To enable this, the GC-TWG has enabled a collaboration with Utah’s AGRC --The Utah Reference Network (TURN)-- which provides immediate coverage across much of Idaho with plans to provide real-time correction coverage across the entire state in the future. A third focus is the control point database and its web map hosted by Idaho State University’s GIS TReC. These control points identify section corners and monuments and are used by the geospatial community to improve parcel mapping, rights-of-way, etc. The TWG authored the control point standard which was approved by the IGC-EC on September 15, 2016.



Soils – The Soils TWG was created in 2014 to discuss issues around the lack of a comprehensive statewide soil dataset in Idaho. Topics discussed by the TWG since its creation have included state areas not covered by the Natural Resources Conservation Service (NRCS) soil database, soil survey boundaries, soil dataset complexity and end-user ease of use, INSIDE Idaho hosting of the data, and the possibility of linking to the USDA Web Soil Survey. The Soil Dataset was approved by the IGC-EC on November 11, 2017.



Elevation – High resolution topography, primarily lidar, is the focus of the Elevation TWG. In FY19, the TWG continued its’ focus on statewide coordination of lidar planning, acquisition, and data distribution. Significant areas of lidar across Idaho were collected in the past several years and distributing this data has been a major focus. The TWG also facilitated several in-person lidar training workshops and webinars which were very well attended by a variety of agencies and institutions across Idaho.



Cadastral Reference – Cadastral Reference is the spatial grid of township, range, section, quarter-quarter lines, special surveys, mineral surveys or any line or corner established by a federal survey generally referred to as the

Public Land Survey System (PLSS). The Cadastral National Spatial Data Infrastructure (CadNSDI) version 2.0 is now in the parcel fabric using the local government model, and many areas have been adjusted. Survey grade points are collected from various sources, and the Idaho Dept. of Lands (IDL) began with state ownership and will in the future expand to private ownership parcels to get the entire state into the parcel fabric. IDL is continuing to gather points and surveys to adjust additional areas and update the PLSS.

BLM - The CadNSDI has been imported to a parcel fabric and we are currently working on developing a process to update the CadNSDI using the parcel fabric. The CadNSDI is being updated with recently completed surveys. The updated CadNSDI is published on the Navigator website. The address for Navigator is: <https://navigator.blm.gov/home>

A meeting is being planned before the end of 2019 to present the changes that are now in place. Meeting details will be shared on the Geotech listserv.

ACCESS IDAHO STEERING COMMITTEE AND IDAHO.GOV



The Access Idaho Steering Committee is comprised of business leaders from several state agencies and meets most months to review agency licensing agreements with Access Idaho, the State’s “portal” contractor, and provides oversight of Idaho e-Government applications such as licensing, filing and renewals.

MEMBERS

BILL FARNSWORTH (CHAIR)	Information Technology Services, Office of the Governor
ERIC BECK	Department of Labor
CHAD HOUCK	Office of the Secretary of State
DAVE TOLMAN	Idaho Transportation Department
DAVE TAYLOR	Department of Health & Welfare
JEFF WALKER (NON-VOTING)	Access Idaho

Current Access Idaho Enterprise Solutions:

DMV Portal

Currently 168,000 Idaho citizens have a Real ID star card. Beginning October 1, 2020 an Idaho Star Card, U.S. Passport, military identification (ID), or some other form of federally accepted ID will be required to board a flight or access a federal building.

Star cards can only be issued in person at a County Sheriff’s office. For citizens that don’t need a Star Card, in May of 2019 Access Idaho created the Idaho DMV Portal <https://www.accessidaho.org/itd/driver/>. The goal of this project is to drive non Real ID star card transactions to this site and reduce foot traffic into the county Sheriff offices.

Gov2Go

In 2019 Access Idaho launched Gov2Go, a new state enterprise platform service. Gov2Go is a citizens’ one-stop shop for interacting with agencies at all levels of government. Based on the details a citizen shares, Gov2Go builds a personalized timeline and schedules their government tasks for the year.

Access Idaho’s first Gov2Go service launch was for self-governing licensing boards and commissions allowing licensees to opt in and receive push notification reminders on when their license is up for renewal. The service is a multi-agency initiative that currently represents 90,000 license types and will grow as more boards and commissions participate.

The second citizen service launched on this platform is a push notification service for flag at half-staff announcements. The Gov2GO application can be downloaded at <https://getgov2go.com/> or view our video demo explaining the services at: https://www.youtube.com/watch?v=2T5VJ21_F-c

Driver Record Dashboard (DRD)

DRD has expanded its services to agency risk managers. Agencies can now utilize the service to monitor their employees for any convictions or suspensions and track changes to their commercial drivers' medical records. This feature ensures the state is placing safe and legal operators behind the wheel of a state-owned vehicle. <https://www.accessidaho.org/itd/monitoring/>

License Renewals

Access Idaho launched several new occupational license renewals using its App Engine platform. The forms platform increased the speed to market for agency licensing services. Examples include the Idaho Sexual Offender Management Board (SOMB) Treatment Provider Initial Certification Application/license - Adult Services & Juvenile:

- Adult: <https://appengine.egov.com/apps/Account/Login?ReturnUrl=%2Fapps%2Fid%2Fsomb%2FevallnitAdultApp>
- Juvenile: <https://appengine.egov.com/apps/Account/Login?ReturnUrl=%2Fapps%2Fid%2Fsomb%2FtreatnitJuv>

Child Support Payments

In 2019 Access Idaho enhanced the [Department of Health and Welfare's online child support service](#) to allow for scheduling of payments/creation of payment plans. Previously citizens were only able to make onetime payments. Users can now set up long-term reoccurring payments. This project will also allow H&W case workers to set up payment plans for citizens.

Websites & Webmasters

The portal launched over 30 new HTML5 websites to enhance the mobile viewing experience and continued to improve the state templates as a resource for agency webmasters. Sites completed this year include:

- Governor <https://gov.idaho.gov/>
- Trucking Portal <https://trucking.idaho.gov>
- Board of Pharmacy <https://bop.idaho.gov/>
- Office of Drug Policy (ODP) <https://odp.idaho.gov/>
- Idaho Criminal Justice Commission <https://icjc.idaho.gov/>
- Idaho Military Division <https://imd.idaho.gov/>

Scheduled Payments

The State Insurance Fund launched an enhanced Scheduled Payment service to make a one-time payment or schedule automatic repeating payments. <https://www.accessidaho.org/scheduledpayments>



On the Go (OtG)

The Idaho Real Estate Commission launched OtG to collect fees in the field with a smart phone using the state's OtG service.

OtG can be downloaded at: www.onthego.idaho.gov. Connect the app to a mobile thermal printer by Bluetooth.

Prompt Pay

The national award-winning Prompt Pay (in use with the Idaho Transportation Department and Idaho Supreme Court) allows government employees to send a pre-populated payment link by SMS text message and/or email to citizens, eliminating the need for over-the-phone and fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of customer service clerks. <https://promptpay.idaho.gov/>

Event Registration

Access Idaho used its dynamic form generator to quickly replace PDF forms and launch event registration services that accept payments with two agencies. The 2018 Spirits Trade Show for the Liquor Division <https://nws-stage.idaho.egov.com/forms/isld/spirits> and Idaho Division of Human Resources NCASG Annual Conference <https://nws-stage.idaho.egov.com/forms/dhr/ncasg> showcase the flexibility and ease of use this service provides.

My Events 2 Go *(A mobile event agenda)*



The Department of Health & Welfare is using My Events 2 Go a mobile agenda App for its Early Ears Conference. The agenda App helps users follow five educational tracks to explore "what's new and what's working" to help children and families. Download the app to your phone or mobile device from: www.myevents2go.com

ITA STAFF

The Governor's Office of IT Services (ITS) (formerly the Office of the Chief Information Officer, Department of Administration), provides staff support for, and works in tandem with, the ITA to improve the efficiency and productivity of Idaho State Government in its statewide use of emerging information technologies and communications services.

Staff is responsible for development of the State's IT Plan; staffing support to the ITA and its' subcommittees; research and development of statewide IT applications; and coordination, facilitation and implementation of the State's long-range, enterprise-wide technology planning efforts and initiatives.

Biennially, during even years, staff assists in coordinating and compiling Idaho's response to the Center for Digital Government, Digital States Survey. Results of the most recent survey (2018) can be viewed at: <http://www.govtech.com/cdg/digital-states/>

Additionally, staff assists state agencies in effectively meeting their individual information technology needs. In cooperation with agency directors and IT management, they ensure that respective agency IT plans and major IT projects are in harmony with the direction as established by the State IT Strategic Plan and comply with the IT Policies and Standards as adopted by the ITA.

ADMINISTRATOR, ITS / ITA CHAIR

Jeff Weak | (208) 605-4067

jeff.weak@its.idaho.gov



CHIEF INFORMATION OFFICER

Greg Zickau | (208) 605-4065

greg.zickau@its.idaho.gov

CHIEF OF OPERATIONS

Jon Pope | (208) 605-4069

jon.pope@its.idaho.gov



GEOSPATIAL INFORMATION OFFICER / ENTERPRISE APPLICATIONS MANAGER / CUSTOMER RELATIONS

Bill Farnsworth | (208) 605-4052

bill.farnsworth@its.idaho.gov

CHIEF INFORMATION SECURITY OFFICER

Lance Wyatt | (208) 605-4071

lance.wyatt@its.idaho.gov



ADMINISTRATIVE ASSISTANT / ASSISTANT TO THE CIO

Erin Seaman | (208) 605-4064

erin.seaman@its.idaho.gov